

CHUCK e. FOCUS

Week 52 – January 4, 2019

Top 5 Spotlight

Company wide:

	Restaurant	2017	2018	YOY
1.	Erie, PA #536	\$14,113	\$30,841	118.5%
2.	Indy-Wash, IN #714	\$15,871	\$25,287	59.3%
3.	Houston, TX #571	\$17,265	\$25,827	49.6%
4.	Mayfield Hts, OH #547	\$15,404	\$23,029	48.6%
5.	Chicago, IL #687	\$27,572	\$40,961	48.1%

Tesser Re-Models:

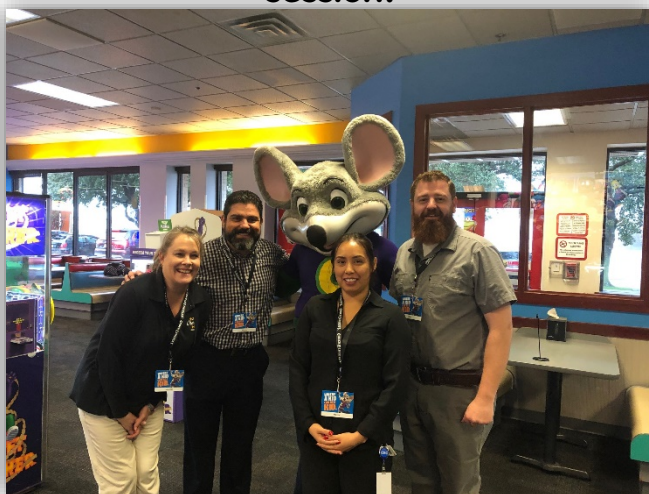
1.	Houston 1960, TX #032	\$18,262	\$33,929	85.8%
2.	Stockton, CA #631	\$31,097	\$40,193	29.3%
3.	Lubbock, TX #933	\$15,684	\$20,154	28.5%
4.	Grand Rapids, SD #828	\$35,753	\$45,686	27.8%
5.	York, PA #965	\$18,003	\$23,001	27.8%



FUNDamentals TRAINING

Congratulations to another successful

FUNDamentals Training session for some of the newest, and tenured, Chuck E. family members in the Support Center for completing the January training session!



Pictured left to right:
Jennifer Carrazco ~ Facilities, Alfonso Quiroz ~ Purchasing,
Mayra Lopez ~ Audit, Chris Cole ~ Mailroom

WELCOME TO THE CHUCK e. FAMILY!

a&b moments...

I just wanted to share some good feedback about an employee you have. Her name is Carissa and from the moment we walked in to your restaurant, until the moment she said goodbye to us after we cashed in our tickets, she was thorough, professional, and extremely personable. I was so impressed with her that I felt the need to write. (I'm a business owner and appreciate the positive accolades and know the boost it gives the staff). I'm happy to share specifics, but KUDOS to her! I hope she is valued as she is the type of employee which represents a company well.

Northeast Region
Tinley Park, IL #058
RVP Chris Kelly
AD Troy Watring
GM Armando Rosado
Cast Member Carissa

anniversaries

20+ YEARS

30 YEARS

Carlos Amaro

General Manager ~ 443

15 YEARS

Margarita Ramirez ~ 446

10 YEARS

Pastor Espinoza ~ 611

5 YEARS

Christopher Plumer ~ 502

Desiray Davis ~ 591

Jennifer Lebron ~ 752

Dinora Cubias ~ 793

We brought some kids for an unofficial party and your employee, Albert, was amazing. He is by far your best employee doing absolutely everything with a smile and very quickly. He fixed machines, filled tickets, cleaned everything, assisted guests and was incredibly pleasant. He's a perfect face to represent what your company is about. Thank you for employing him!

Western Region
Denver, CO #721
RVP Jim Brawley
DM John Chudzinski
GM Rodney Hunt
Cast Member Albert

I want to let you know about the experience I had at my daughters birthday party held at the Melbourne, FL restaurant. Kevin, Alicia, and all your staff on duty were absolutely amazing. Their attention to detail and professionalism was outstanding. As a mom, it was important that my daughter and guests have a wonderful experience and this crew did above and beyond. This is my second booked party at this location and I don't know how they did it, but it was even better this time around. Please know, that my party of 40+ guests are still talking about how much fun they had and what a great job Alicia did. She is an asset to your business and I hope she is rewarded for a job well done Kevin is to be commended also. I'm aware that its his job to oversee the business, but what I value about him is the attention and genuine care for my party. He made sure everything was perfect and that meant so much to me. His care and concern keeps me very loyal to the Melbourne location.

Southeast Region
Melbourne, FL #699
RVP Bill Eich
DM Peter Panunzi
GM Kevin Stephens
Cast Member Alicia

PIN RUBY earners

Frank Cassar's Team in Canada is blowing it out of the park with Elite Pin Earners!
This week features all Party Servers all from
team #835 N. Edmonton



Congratulations to Danayit Ogbaselasie on being on of the next Party Servers to earn her Ruby Pin status! Danayit has been part of the Chuck E. family for 6 years, and she truly loves every moment of it. She is always making sure the parties that she hosts always feel at home and part of the family, whether they have had several parties at Chuck E. Cheese's or it happens to be their first time. Danayit's key to a great party is organization and our mantra 'Every Guest Leaves Happy'. Thank you Danayit, for all you do. Your ruby pin is very much deserved!

~ The hostess Danayit was very friendly and helpful. The music was very loud, but during the cutting of the birthday cake, it was perfect! The ticket blaster was awesome, and food is always excellent. The children always has a good time. ~

~ We were taken care of by Danayit. The Manager, Hazel, and our host Danayit were very accommodating and approachable. Made our party smooth and fun. ~

Congratulations to Ivy Warwick, the next Party Server being recognized to earn her Ruby Pin! Ivy joined the Chuck E. Cheese family 2 years ago, and loves being a Party Server! She is always making sure the party food comes out on time and gathers the kids promptly to eat and enjoy the live show. Thank you Ivy, for all you do. Your ruby pin is very much deserved!

~ Our Party Server Ivy went above & beyond to ensure we had everything we needed and kept checking in to ensure all was going well. ~

~ Very inclusive and amazing time here. Ivy was amazing! ~



SAPPHIRE PIN earner



Congratulations to Yasmine Farhut, the FIRST Sapphire Pin Earner in Frank Cassar's District! Yasmine joined the Chuck E. Cheese family 6 years ago, and has been a pro pretty much from the beginning. She is always making sure everything runs smoothly, from the 1st confirmation phone call for the party reservations, until the moment they leave their party.. Yasmine is always being positive and has a smile on her face, she doesn't treat her party parents and kids as guests, she treats them as friends. Thank you Yasmine for all you do, your Sapphire Pin is very much deserved!

~ Yasmine was amazing! She always does my families birthday parties. Love her! ~

~ Yasmine was awesome! ~

~ Yasmine was amazing, fantastic, gorgeous, and incredible! ~



SHOW 1 2019



Show 1, 2019 is has been sent to all restaurants. Most of you should have already seen it arrive. Please install as soon as you receive.

Show 1, 2019 will play through March 31, 2019.

This show features two brand new songs as well as a couple of favorites from Chuck E. and Munch's Make Believe Band. Show 1 also features popular music videos from Janet Jackson, Imagine Dragons, Alessia Cara, and Niall Horan to name a few. Party music for you and your guests because, birthday or not, every day is a party at Chuck E. Cheese!

Here is the show release schedule for 2019.

Show 1 2019: December 31, 2018 – March 31, 2019

Show 2 2019: April 1 – June 2

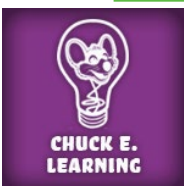
Show 3 2019: June 3 – September 1

Show 4 2019: September 2 – November 3

Show 5 2019: November 4 – December 29

If you do not see Show 1, 2019 arrive by the end of the week or you need a replacement, please email:

showwarranty@cecenterertainment.com or call Nicole Cooper at (972) 258-4574.



sales contest

Thank you to everyone for your extraordinary efforts in the Gift Card Sales Contest! Results are currently being tabulated and will soon be announced!



company REPRESENTATIVE CARD

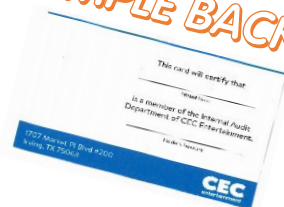
Effective now, all internal auditors from the Support Center will be required to carry a special photo identification card acknowledging that they are representatives of the internal audit department for CEC.

These cards will have the following unique information on them which will be required to show Management upon arrival:

- ✓ Name
- ✓ Picture
- ✓ Signature

SAMPLE FRONT

SAMPLE BACK



This card grants the auditors access to any company records, documents, and information.

If you have any questions regarding these cards, please reach out to David Miller at dmiller@cecenterertainment.com

Team 2 CERTIFIED



Congratulations to our newest Team2's in the Arizona Market!

COIL CLEANING & GASKETS

Tip of the Week:

Reduce service calls on kitchen equipment/ice machines

Before placing a Verisae work order for kitchen equipment that is cooling or making ice, verify your gaskets are in good shape and that your coils are not dirty.

- Gaskets that are torn or dirty can prevent a good seal on the door, allowing cool air to escape.
- Make sure the coils on your equipment are clean and straightened. Many times dirty coils will restrict airflow and cause equipment failure.
- Invoices for cleaning coils on kitchen equipment, which normally is done by the restaurant tech, can run \$500-\$600

For proper instructions on cleaning coils and gasket care, reference the "Refrigeration" & "Ice Machine" sections of your Tech Manager Store Resource Manual.

new candy available



Over the next several weeks, we will transition to a new 15D candy, Blue Raspberry Frooties.

One case of the candy will drop ship to each restaurant in the following weeks. Item information is as follows:

PFS #347071

12/360 count bags per case

The Blue Raspberry Frooties will replace the piñata candy mix (PFS #58374) as the 15D prize.

However, you must continue to order the candy mix for use in the piñatas.

If you have any questions, please reach out to

merchandise@cecentertainment.com



BOOSTER Seat STICKER

Booster Seat Warning Stickers are now available to order from ASB on your BOH PC!



Ordering Details:

Item Name: Booster Sticker/Decal

Item #: MK0012

Price: \$2

For more information regarding this sticker, please contact purchasing at purchasing@cecentertainment.com

Congratulations Jose Pagan for hitting your 15 year Anniversary with the Chuck E. Cheese family!

Thank you for all you do for us!

~ Team Cherry Hill #498 ~



CHUCK E. CHEESE'S HOT JOBS



General Manager

330 ~ Birmingham, AL
765 ~ Lemon Grove, CA
785 ~ Orange, CA
869 ~ Columbus, GA
678 ~ Joliet, IL

568 ~ Lincoln, NE
647 ~ Queens, NY
090 ~ White Settlement, TX
343 ~ Spokane North, WA

District Tech Manager

District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager
District Tech Manager

Alexandria, LA #048
Winchester, VA #119
Hickory, NC #382
Bell, CA #446
Pico Rivera, CA #440
Manassas, VA #118

Tech Manager

108 ~ Redwood City, CA
373 ~ Gilroy, CA
422 ~ Garden Grove, CA
441 ~ San Diego, CA
784 ~ Vista, CA
788 ~ Escondido, CA
463 ~ Waterbury, CT

066 ~ Jax/Orange Park, FL
073 ~ Matteson, IL
963 ~ Lexington, KY
774 ~ Takoma Park, MD
478 ~ Danvers, MA
713 ~ Southgate, MI
795 ~ Blaine, MN

520 ~ Albany, NY
891 ~ Tulsa, OK
529 ~ Springfield, PA
860 ~ Sioux Falls, SD
056 ~ Richmond, VA
084 ~ Fairfax, VA
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Gilbert & Williams Field, AZ #1225

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions